

REMARKS

Claims 8, 9, 11 and 13 have been cancelled. New claim 17 has been added. Claims 1-7, 10, 12 and 14-16 have been amended. Claims 1-7, 10, 12 and 14-17 remain in the application. Reexamination and reconsideration of the application, as amended, are respectfully requested.

Claims 1-3, 5-12 and 14-16 were rejected under 35 U.S.C. 102(e) as being anticipated by Tanaka. Claims 4 and 13 were rejected under 35 U.S.C. 103(a) as being unpatentable over Tanaka in view of Sherwood.

The rejection of claims 8, 9, 11 and 13 is made moot by the cancellation of these claims. The rejection of claims 1-7, 10, 12 and 14-16 is respectfully traversed with respect to these claims, as amended.

Claim 1, as amended, is directed to a customer responding system comprising a number of elements in combination. The claimed combination includes call back message data inputting means, call back data sending means, call back data receiving means and call back data displaying means. Claim 1, as amended, clarifies that the call back data is classified in predetermined items to indicate the content of a received call to be notified, based on the call back message accepted by the call back message data inputting means the designated computer terminal through said network;. An example of this is described in the present application at page 24, lines 5 - 7, and shown in Figure 7.

A similar combination is neither disclosed nor suggested in Tanaka. The Examiner has identified the caller ID in Tanaka as corresponding to the call back data of the present invention. However, there is no teaching or suggestion in Tanaka of data that indicates the content of a received call. At most, the caller ID provides information for identifying a calling number. It merely includes calling line name and calling ID, etc., as disclosed in Tanaka at column 13, line 64 through column 14, line 1, and column 22, lines 33 -37.

Claims 3, 10, 12, 14, 15 and 16 have been amended in a manner similar to claim 1. It is respectfully submitted that these claims are patentable over Tanaka for the reasons stated above with respect to claim 1.

Claim 2 has been amended to clarify that the call back data is sent to each designated computer terminal and displayed. An example of this is described in the present application at page 25, lines 11-16.

Claim 4 has been amended to further define and clarify a feature that is described, for example, in the specification at page 22, lines 12-21. In this example, a server is connected to the PBX through a network. The computer terminal sends business situation information of a communicator to the server. It is determined whether or not the requested telephone terminal can receive the calling signal based on the sent business situation information. In the case where it is determined that the requested telephone terminal cannot receive the calling signal, a different telephone terminal is called.

Claim 5 recites a computer terminal comprising call back data reception notifying means and call back data displaying means for displaying the call back data. In contrast, the cited references merely disclose displaying the identification information of the caller. The cited references fail to disclose or suggest displaying the status of response of the communicator to the call back message data.

Claim 6 has been amended to clarify that the plural communicators that are originally responsible for responding to an inquiry of a user may be put into the same group.

Claim 7 has been amended to include the subject matter of claim 8, which has been cancelled. Claim 7 recites that the call back data displaying means respectively lists the contents of the received call back data in an order corresponding to the order in which it was input by the call back message data inputting means.


New claim 17 has been added. New claim 17 clarifies that a list of the received call back data is displayed so as to be able to select the call back data. An example of this is described in the present application at page 27, lines 1-10.

In view of the above, each of the presently pending claims in this application is believed to be in immediate condition for allowance. Accordingly, the Examiner is respectfully requested to withdraw the outstanding rejection of the claims and to pass this application to issue. If it is determined that a telephone conference would expedite the prosecution of this application, the Examiner is invited to telephone the undersigned at the number given below.

In the event the U.S. Patent and Trademark office determines that an extension and/or other relief is required, applicant petitions for any required relief including extensions of time and authorizes the Commissioner to charge the cost of such petitions and/or other fees due in connection with the filing of this document to Deposit Account No. 03-1952 referencing docket no. 116692003900.

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Respectfully submitted,

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